



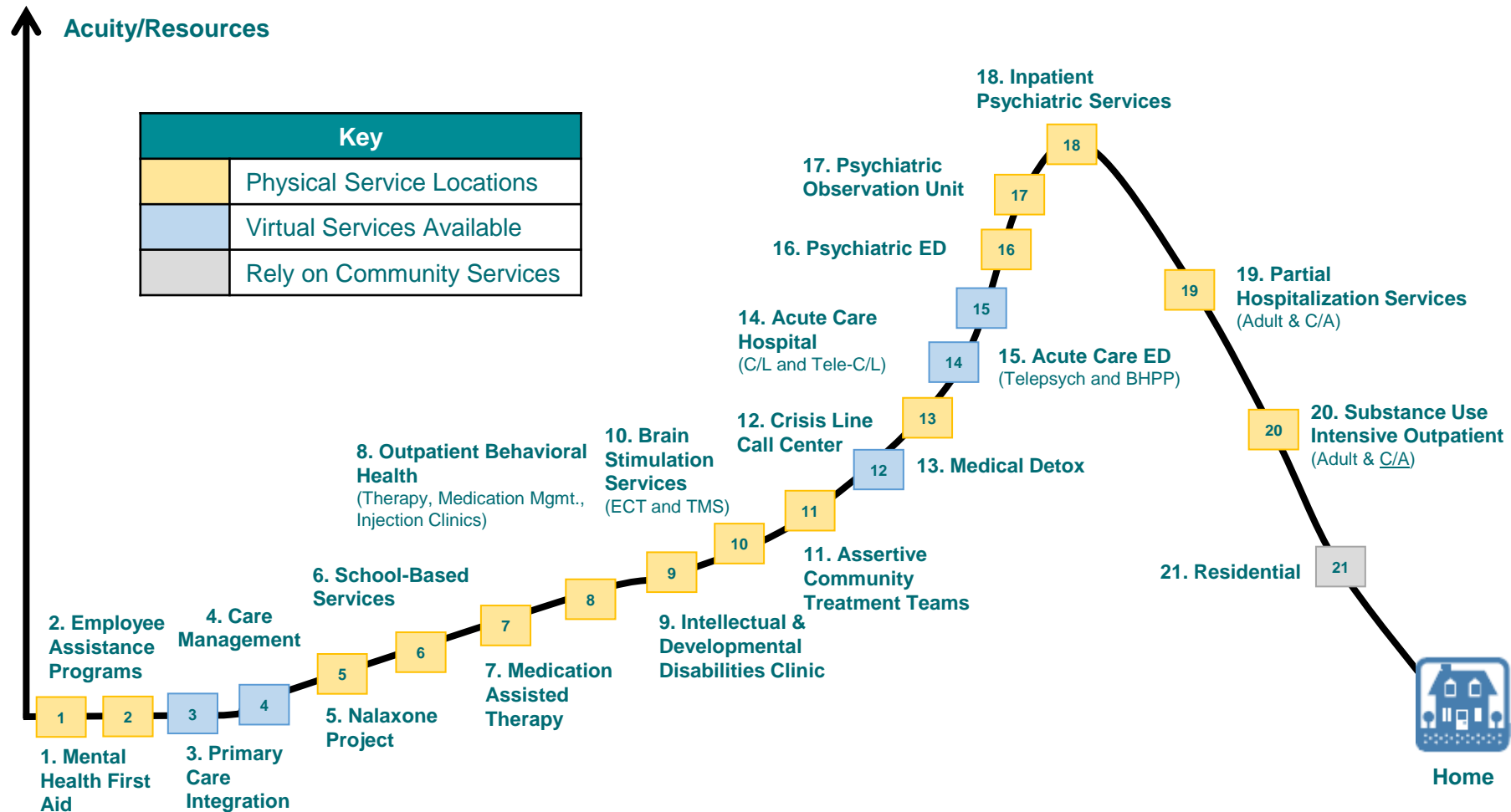
Atrium Health

Virtual Behavioral Health Services

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The Behavioral Health Service Line Continuum



Virtual Footprint in North Carolina



Currently providing
telepsychiatry consults in
22 Atrium EDs and 9 IP
units



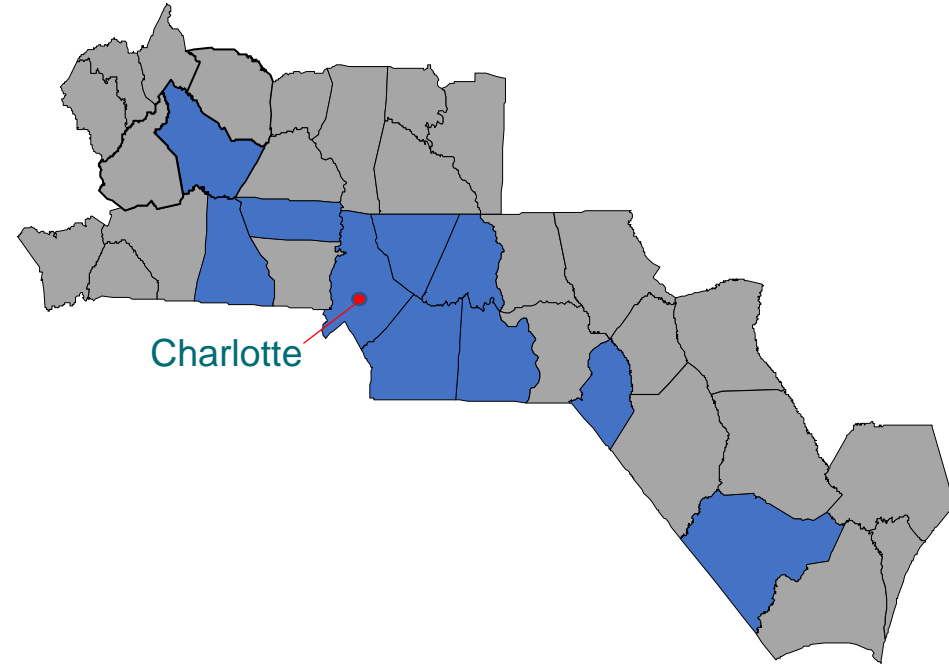
BHPP places patients from
23 EDs as well as any IP unit
we provide CL coverage (11)



BHPP currently manages
beds for 9 AH BH units in
Charlotte and surrounding
areas



VPN covers Acute
care EDs, 12 hours a
day



Patient Placement: 11.5 FTE

Telepsychiatry: 12.9 FTE

Provider: ~13 FTE

To serve a large geographical area 24 hours a day

Suicide in the United States

Suicide is the
10th
leading cause
of death in the
US

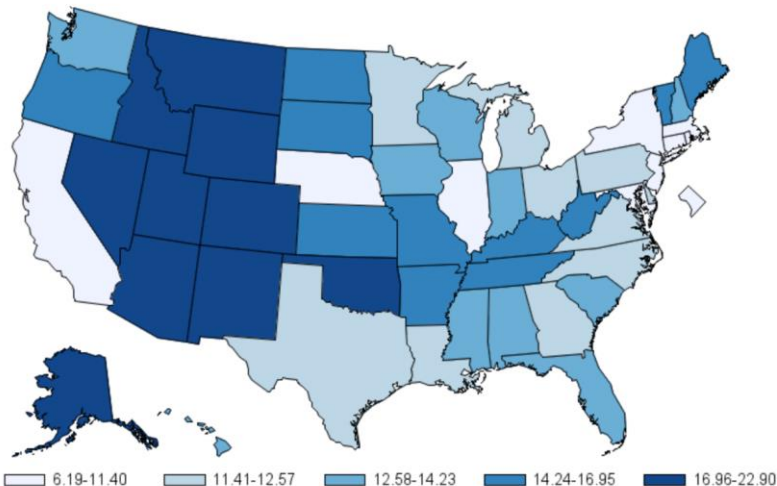
In 2018,
48,344
Americans
died by suicide

In 2017, there
were an
estimated
1,400,000
suicide
attempts

Suicide
and self-
injury cost
the US **\$69**
billion

Suicide Rates in the United States
(by state; per 100,000; average 2008–2014)

Data Courtesy of CDC



Suicide rates have increased since COVID 19 – according to the CDC, more than twice as many adults (11%) reported suicidal ideation in June of this year compared to 2018 (4%). Isolation and fear have increased anxiety, depression and substance abuse across the country.

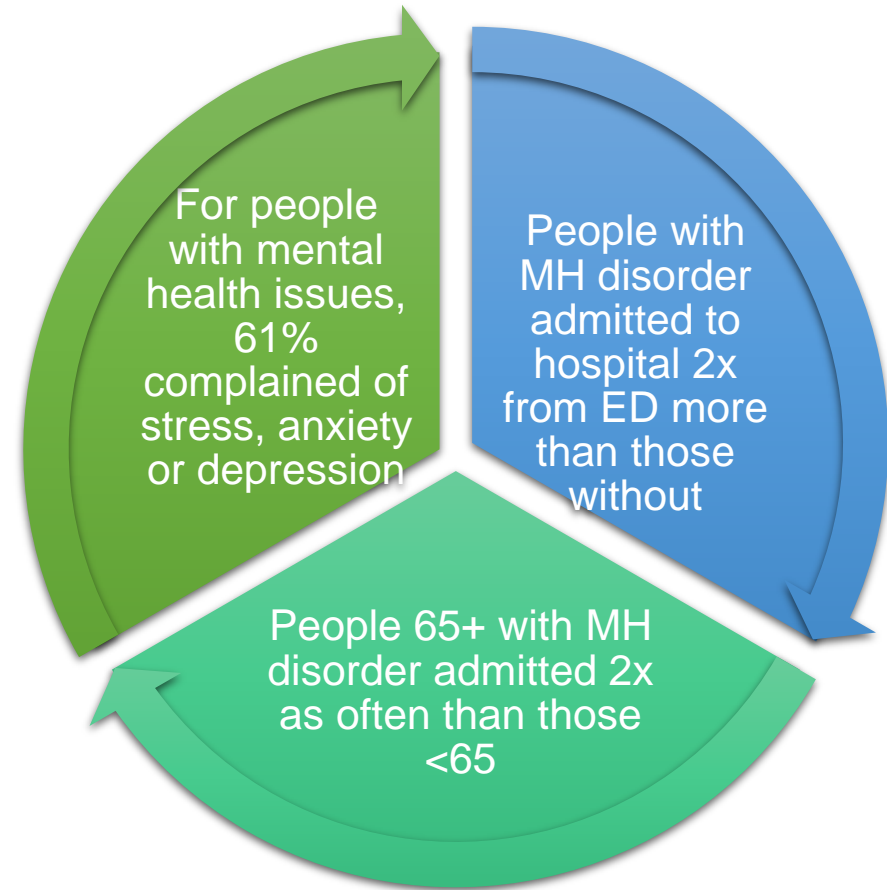
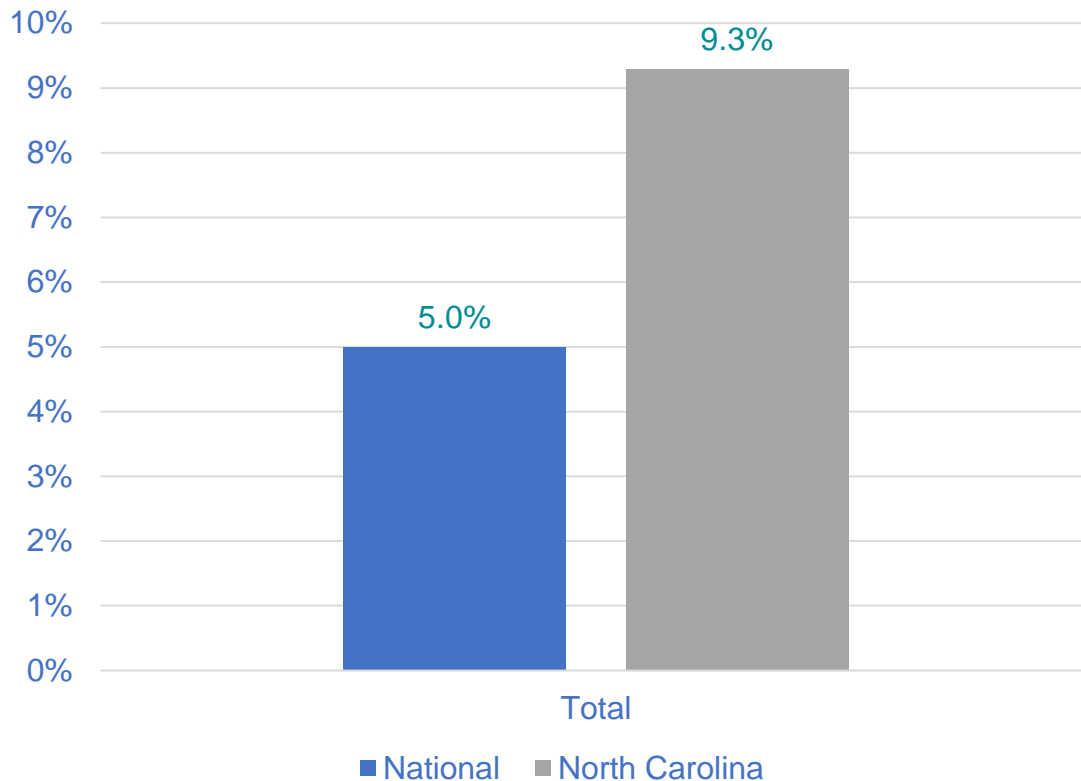
Sources:

<https://afsp.org/about-suicide/suicide-statistics/>

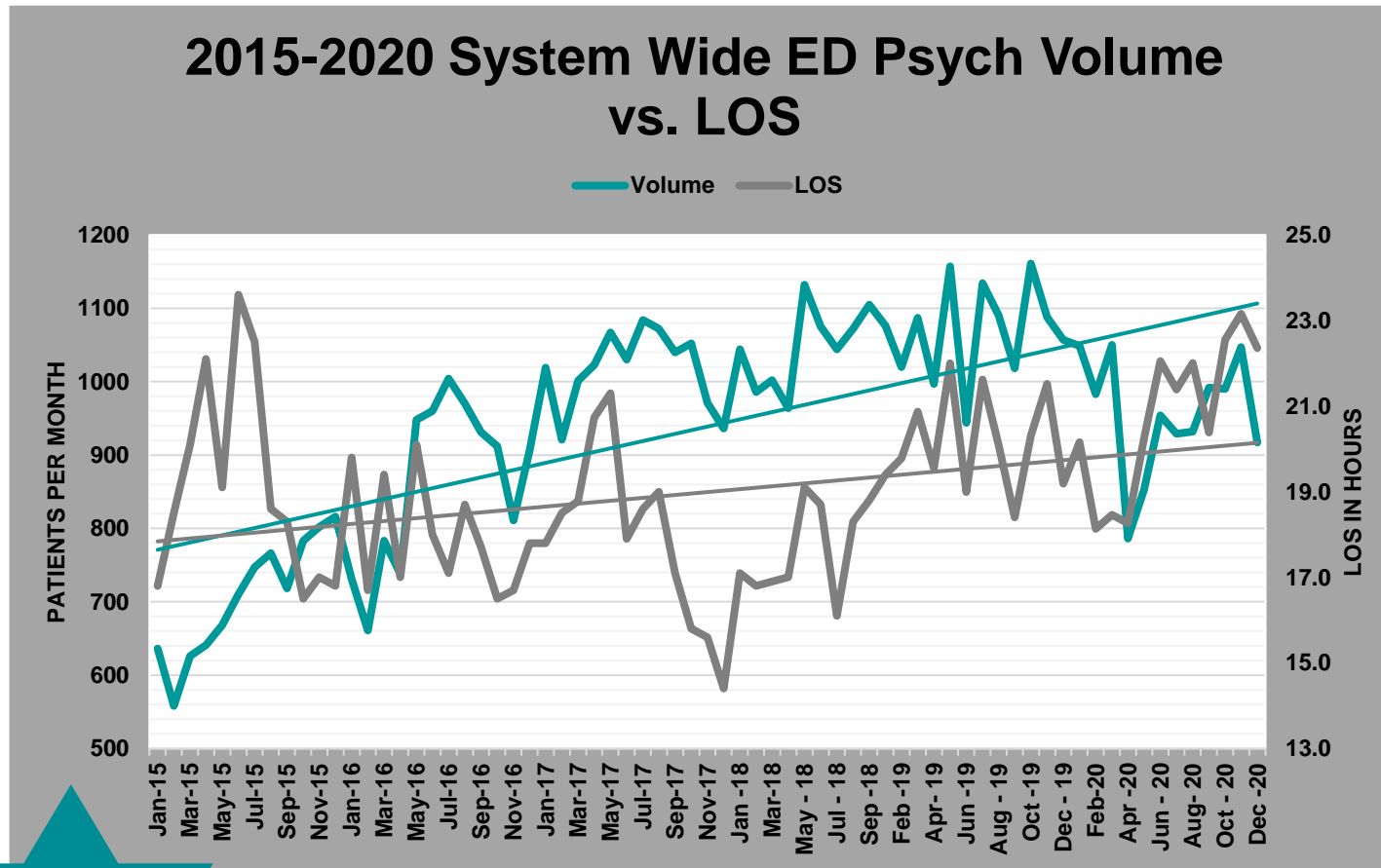
<https://save.org/about-suicide/suicide-facts/>

CDC study of rates of ED visits in N.C.

Percentage of ED Visits related to mental health disorders



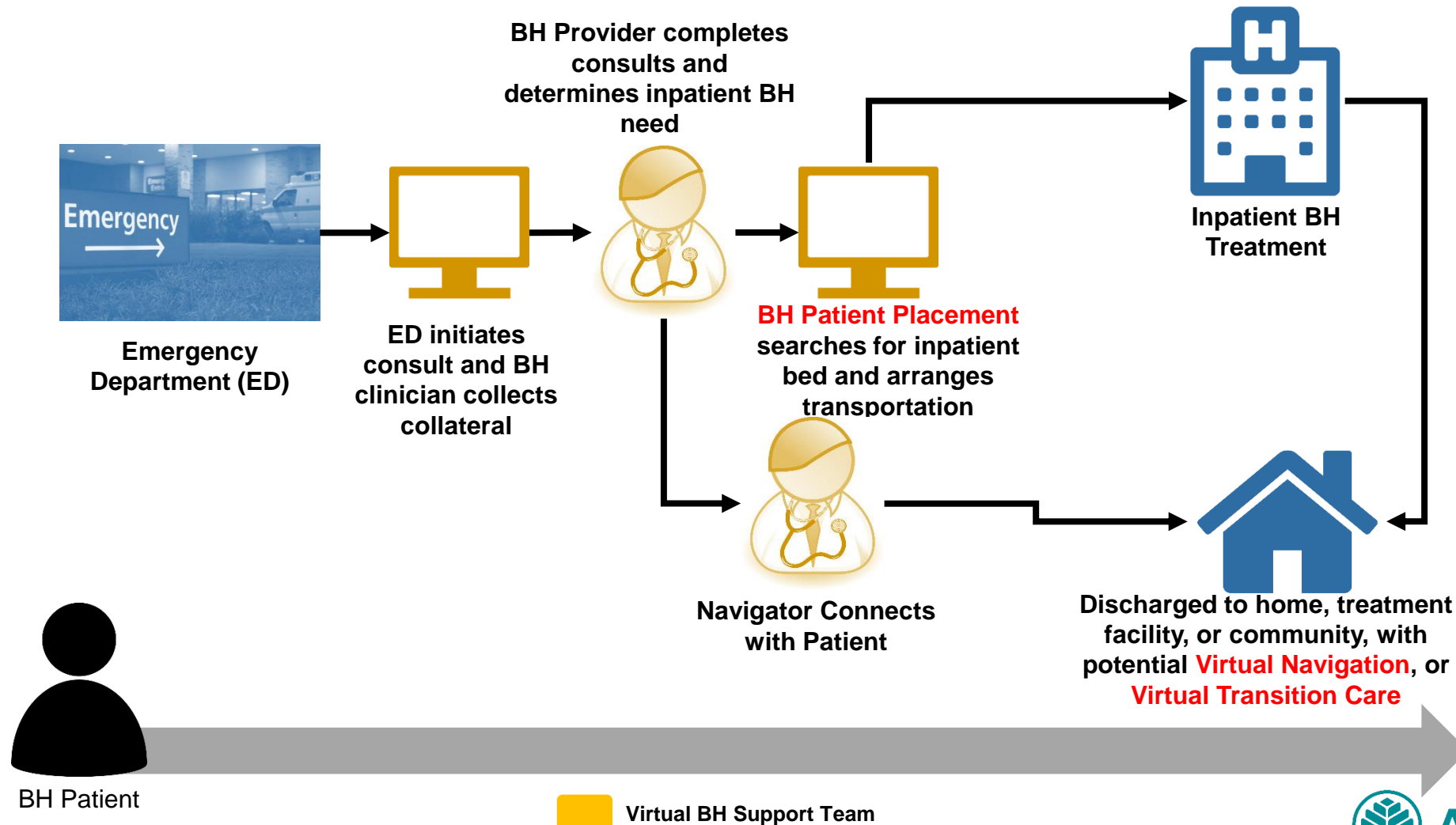
Emergency Department Telepsychiatry



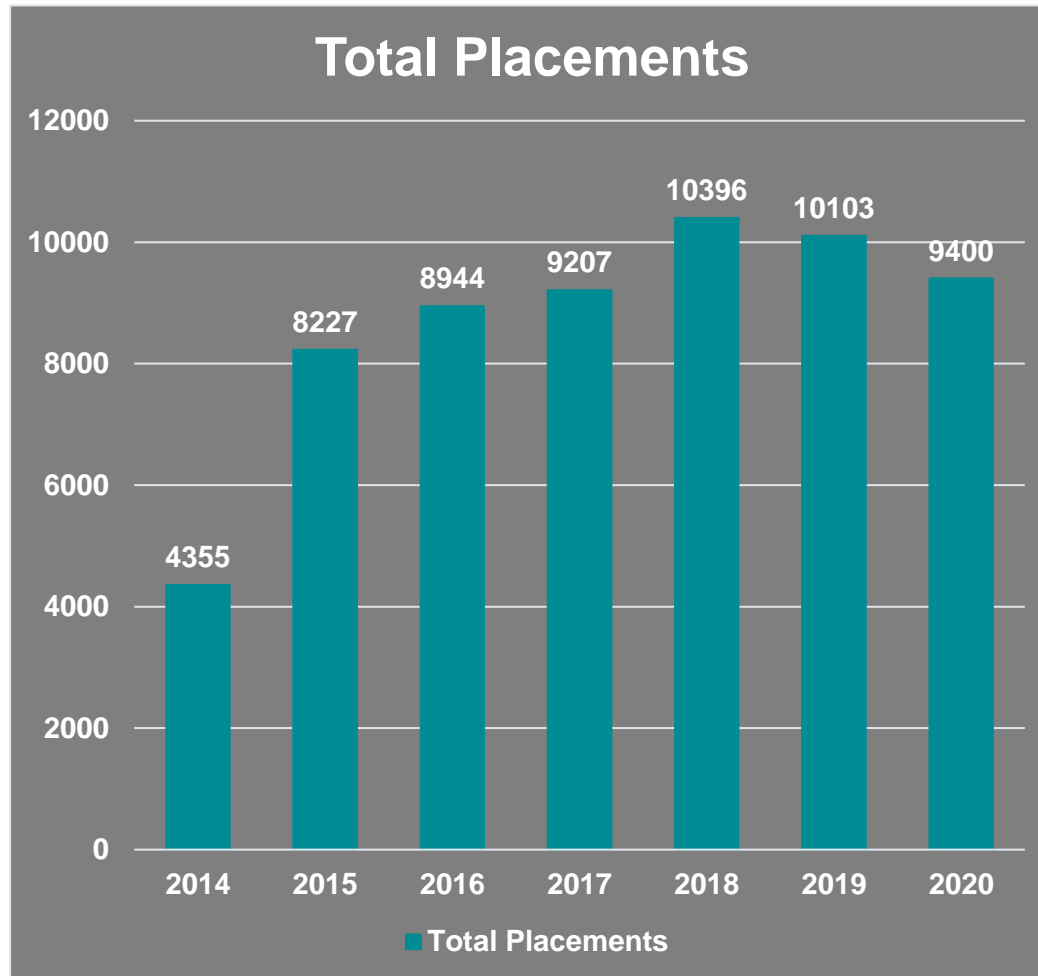
- Services provided **24 hours a day** to 23 emergency departments
- **1000 monthly visits**

2014
baseline
45 hrs

Emergency Department Telepsychiatry Process



Patient Placement and Bed Management



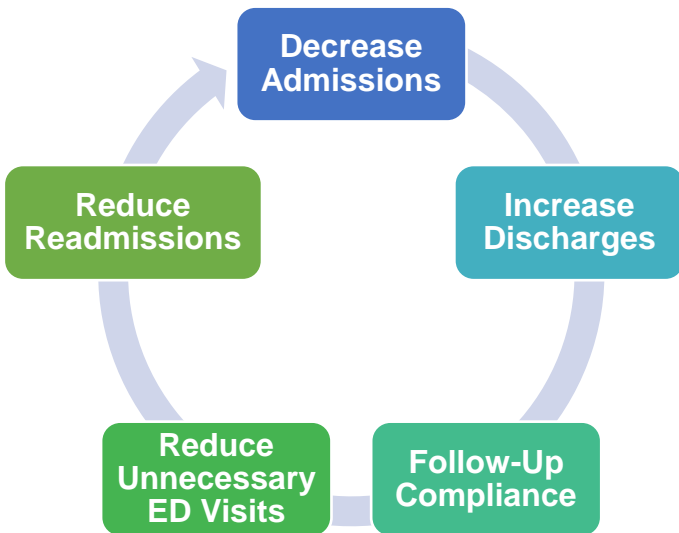
Bachelor Level Admission
Transfer Coordinators/
RNs work 24/7

Placements based on
clinical and exclusionary
criteria

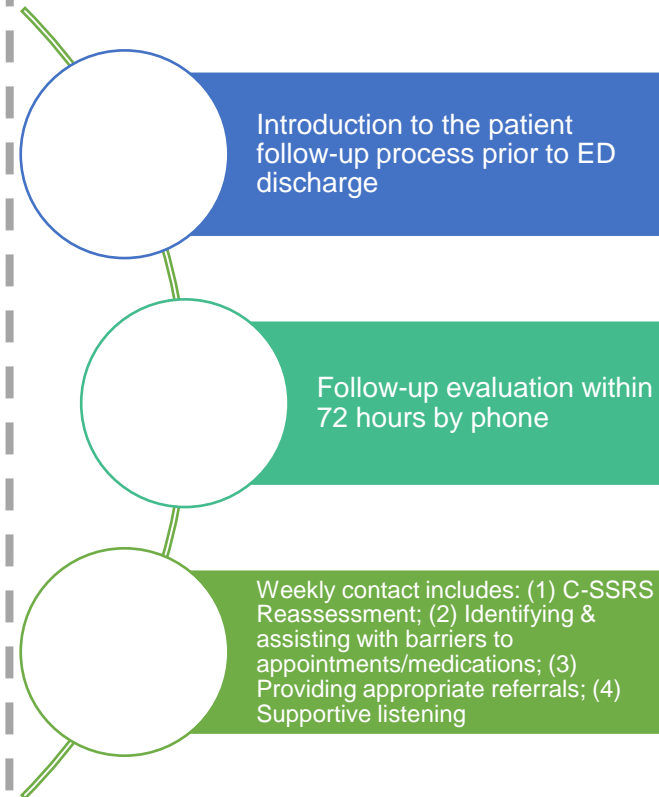
Scope focused on
locating and allocating
appropriate Psych Beds

Virtual Patient Navigation

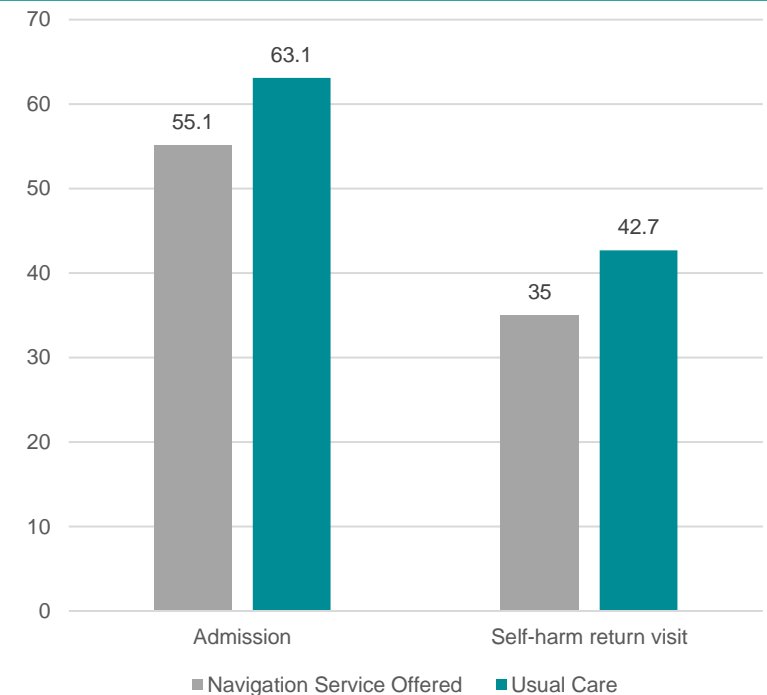
Program Goals



Program Elements



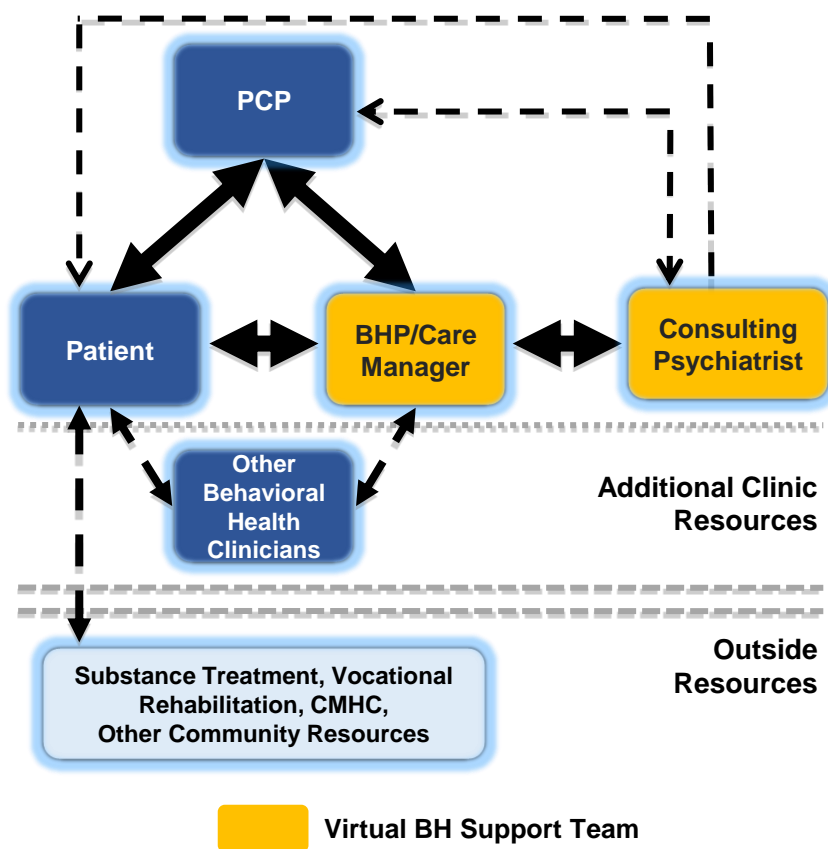
Program Results



Patients were **26% less likely to be admitted** on days when the Virtual Patient Navigator was available
Odds Ratio 0.74 (0.54-1.02)
And had a significant **decrease in return visits for self-harm** within 30 days

Virtual Behavioral Health Integration: Overview

The vBHI Care Model



The Team

Behavioral Health Professional

- LCSW/LPC, Psych RN

Health Coach

- Bachelor level with two years' experience
- Obtain Health Coach Certification within 1 year of hire date

Provider

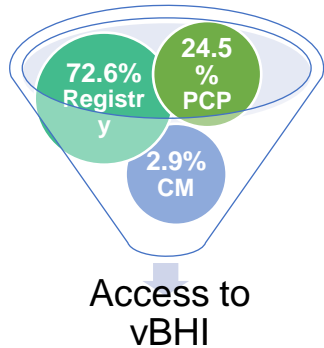
- Adult Psychiatrist
- Child and Adolescent Psychiatrist
- Nurse Practitioner

Pharmacy

- Board Certified Psychiatric Pharmacist (BCPP)

Virtual Behavioral Health Integration: Current State

Entry Point



54 clinics, Supporting 311 providers

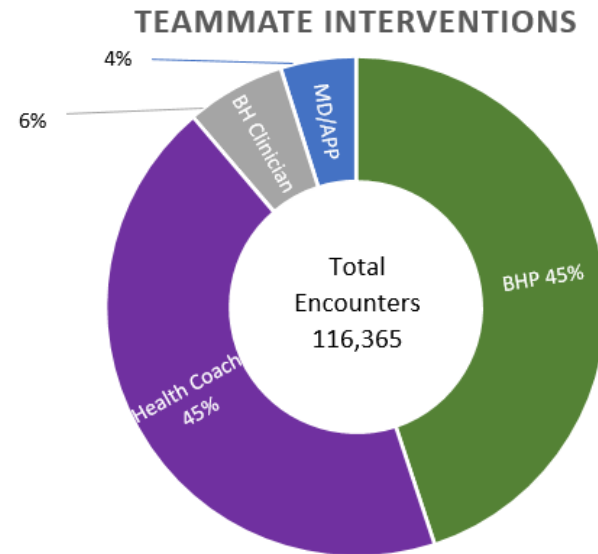
Atrium Health clinics: 50 total clinics; supporting 279

Providers (not including residents)

- 38 Family Medicine/Internal Medicine
- 7 Pediatric Clinics
- 5 Specialty Clinics
 - 2 OBGYN
 - 1 Ortho Outpatient Surgery
 - 1 Onsite Clinic
- COVID Virtual Hospital
- Care Management Clinics

Navicent Health: 4 clinics; 32 Providers

vBHI by the Numbers (2020)

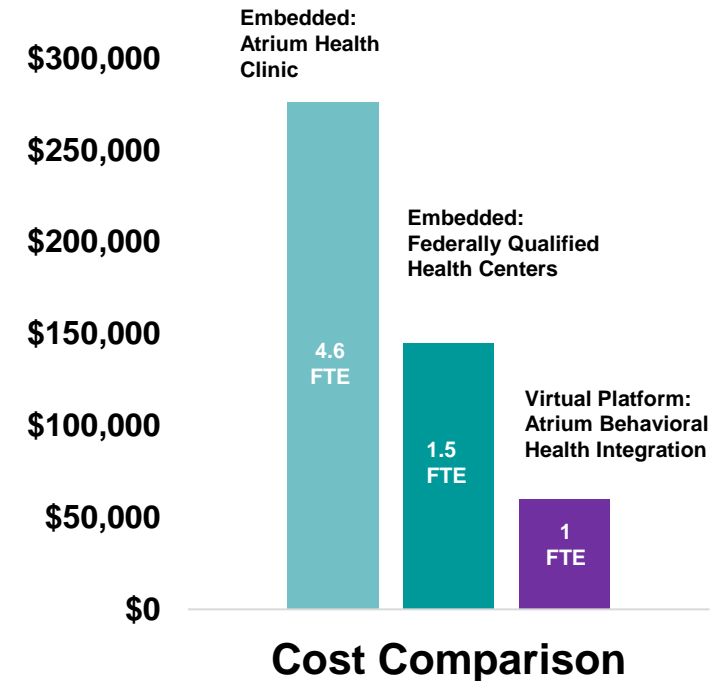


19,992 Unique Patients
116,365 Patient Encounters
1,767 Patients Active Patients

Teammates FTE

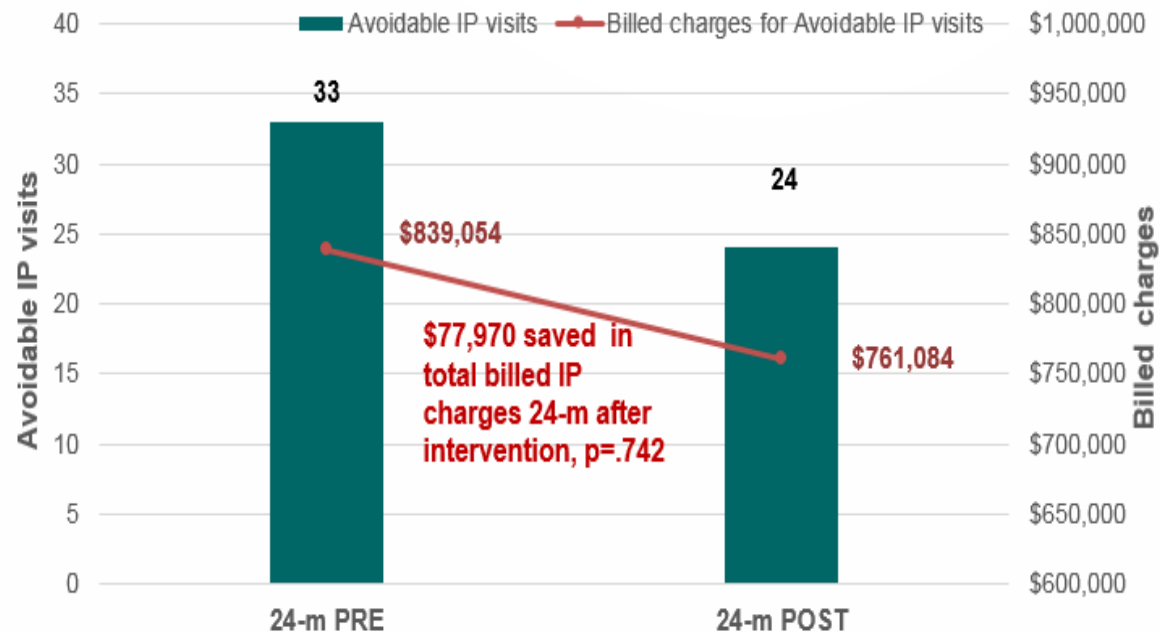
- BHP 14
- BHC 3.94
- HC 14
- Pharmacist 0.01
- MD/APP 1

Sustainability

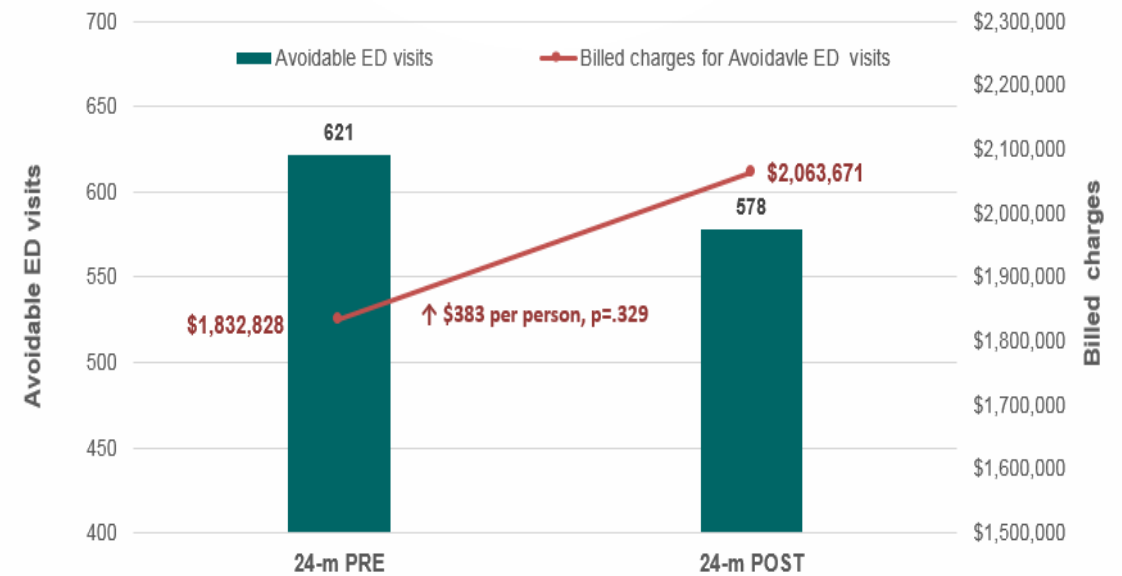


Burke et al.; *BMC Health Services Research* 2013, 13:245

Avoidable Inpatient Care and ED Visits



- There was **27%** reduction in avoidable inpatient visits (from 33 visits pre- to 24 visits post-intervention). Inpatient visits were classified as avoidable using AHRQ Prevention Quality Indicator (PQI) methodology



- There was **7%** reduction in avoidable ED visits (from 621 visits pre- to 578 visits post-intervention, p=.883)
- Visits were classified as avoidable using NYU ED Algorithm (types of avoidable visits included: Non Emergent, Emergent but PCP Treatable and Emergent but preventable)

OUR CONTRIBUTION TO THE SOLUTION

Since 2014, Atrium Health's BHI program has reached:



70K+

patients



50+

of 300 physician
practices



88%

reported a
cessation of
suicidal thoughts



58%

showed reduced
depression scores



64%

showed reduced
anxiety scores